

COMMISSION ON TECHNOLOGY

Friday, June 7, 2013

10:00 AM - 3:15 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

CONFERENCE ROOM 106

MEMBERS PRESENT

Scott Bales, *Chair*
Kent Batty
Randolph Bartlett
Michael Baumstark
Raymond Billotte
Bennett Cooper
Michael Jeanes
Gary Krcmarik
John Lucas
Sheri Newman
John Rezzo
Delcy Scull
Roxanne Song Ong
Larry Winthrop
Garye Vasquez*

GUESTS

John Barrett, *Maricopa Superior Court*
Jennifer Gilbertson, *CACC*
Co Horgan, *TAC*
Rona Newton, *PACC/CACC*
Michael Pollard, *CACC*

MEMBERS ABSENT

Dennis Kavanaugh

AOC STAFF

Claudia Bethge, *ITD*
Stewart Bruner, *ITD*
Dave Byers, *Exec Office*
Eric Ciminski, *ITD*
Karl Heckart, *ITD/TAC*
Teri McHaney, *Finance*
Pamela Peet, *ITD*
Marcus Reinkensmeyer, *CSD*
Jason Shumberger, *ITD*
Amy Wood, *CSD*

WELCOME AND OPENING REMARKS

Hon. Scott Bales, Chair

Vice Chief Justice Scott Bales, Chair, called the Commission on Technology (COT) annual meeting to order just after 10:00 a.m. He welcomed members and the public present, then asked members to introduce themselves for the record. Staff confirmed that a quorum existed.

Justice Bales updated members on several additional items, including:

- The general overview of topics being discussed in the meeting and the progression of discussions through the day.
- The progress of the electronic records retention and destruction committee.
- The timeline for reappointments to the Commission, bidding farewell to Clerk Sheri Newman who has resigned after serving on COT for the past 6 years and in the courts for over 22 years.
- Recognition of two members receiving distinguished service awards along with a thank you to COT and subcommittee members for their continued service.

He then called members' attention to the minutes from the February 15, 2013 meeting, noting that a couple of members were incorrectly counted absent when they had actually attended by telephone.

MOTION

A motion was made and seconded to approve the minutes of the February 15, 2013 Commission on Technology meeting, as amended. The motion passed unanimously.

TECH 13-04

IT STRATEGIC ROADMAP

Mr. Karl Heckart

Justice Bales introduced Karl Heckart, chief information officer (CIO) for the Administrative Office of the Courts (AOC), to set the stage for the planning effort. Drawing an analogy between Bilbo Baggins' experiences in *The Hobbit* and courts' experiences with technology, Karl described various trends related to technology use, then recapped the ground covered by court automation efforts since *Vision 2004* was issued 20 years ago. He reviewed lessons learned over the time period and summarized digitization is being forced on a world that remains largely analog, using largely the same processes used in the paper world, yielding numerous issues. Karl elaborated disconnects in rules and procedures, misaligned organizations, ramifications of information persistence online, digital addiction by the business, backlog of development work coupled with extinction of custom software developers, and the acceptance of the software-as-a-service model.

Karl then described some specific challenges needing to be addressed in automated systems, including increasing integration, coordinating efforts across jurisdictions and teams, rising user expectations, and decreasing vendor capacity. He listed items that increase business risk including:

- Unsupported hardware and software releases;
- Constantly increasing network bandwidth and security;
- PC age and synchronization with counties and cities that also place equipment in court departments;

- Disaster recovery; and
- Unsynchronized change management across integrated systems.

In conclusion, Karl provided various project areas that must be pursued during the plan period along with the key issues that must be addressed and decisions that must be made.

STRATEGIC PROJECTS REVIEW/UPDATES

Subcommittee Chairs

UPDATE**e-COURT SUBCOMMITTEE**Mr. Marcus
Reinkensmeyer

Mr. Marcus Reinkensmeyer, Director of AOC's Court Services Division, introduced various project managers involved in the eCourt suite of projects and gave their progress over the previous year. He emphasized the strategy for providing a single portal for accessing electronic services for any level of court from any location at any time, and then described the various infrastructure items that enable those services. He gave the specific provisions of the two-year contract extension with the AZTurboCourt vendor and previewed improvements that will be pursued in the remaining contract period. Mr. Bennett Cooper, State Bar representative, commented that users of the federal e-filing system expect electronic service from the state system and would gladly pay for that valuable service. Marcus then previewed various requests being presented to bidders along with the timeline for the next e-filing contract.

Marcus announced the recent award of the eBench contract and the fact that Pima Superior Court judges have volunteered to begin the adoption of the product. Members discussed challenges with digitizing in-courtroom filings to make them part of the record as well as enabling hyperlinks across documents in the possession of the court.

Marcus briefly reviewed meetings with focus groups of potential users of the eAccess system discussed in detail at the previous COT meeting. He is aiming to have a prototype in place in October. No work has been done on the data sharing portion of the facility.

UPDATE**COURT AUTOMATION COORDINATING
COMMITTEE**

Hon. Michael Pollard

Judge Michael Pollard, chair of the Court Automation Coordinating Committee (CACC), emphasized the continuing emphasis of the committee to take a macro view of trial court automation projects and held up the PCCJC AGAVE case management system (CMS) effort as an example. He briefly described various projects that have completed over the past year as well as key projects that are planned to complete in the next year. Judge Pollard called attention to the work of a committee to develop case processing standards and a resulting requirement for improving data quality and reports constructed from that data.

In reference to plans for Fiscal Year 2014, Judge Pollard described the importance of continued development of the AJACS CMS to benefit both limited jurisdiction (LJ) and general jurisdiction (GJ) courts. CACC recommends continued funding as necessary to complete the LJ CMS for

Mesa and AZTEC courts as well as funding for the ongoing enhancements of the GJ system, as prioritized by the steering committee.

UPDATE

PROBATION AUTOMATION COORDINATING COMMITTEE

Ms. Rona Newton

Ms. Rona Newton, chair of the Probation Automation Coordinating Committee (PACC), listed accomplishments in automation from the past year in both juvenile and adult probation areas for Maricopa County and the rest of the state. After detailing the upcoming implementation of JOLTSaz with AZYAS in Pima County, Rona informed members of various other projects in both areas of probation anticipated to complete in the next fiscal year.

UPDATE

TECHNICAL ADVISORY COUNCIL

Mr. Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), elaborated on some technology issues mentioned in his earlier strategic roadmap presentation. He revealed an ever-compounding gap between the number of needed technology workers and the size of the pool employers can draw from, both government and private sector including court vendors. He warned that stealing workers from one another will prevent progress on projects that increasingly require cross-court collaboration. He warned that courts need to limit their appetite for customization and buy what applications and infrastructure they can rather relying on custom developed applications that bring with them an obligation to maintain skilled personnel locally during the life of the application.

Devices used for work are now separating into three categories based on the role of the user. At the same time software vendors are changing to a subscription model. The next refresh therefore will place hardware that has a longer life in the field with new infrastructure that enables updates to operating systems and applications on a frequent basis. The next version of Windows 8 is the likely ACAP target. As the mobile device model changes, the AOC's BlackBerry support will likely be discontinued. Virus protection is being re-assessed with an eye toward multiple layers of products rather than a single, all-encompassing product. Mobile devices on a network greatly increase the risk of virus attack.

Karl briefly reviewed initiatives requiring technical solutions or extensive support effort over the next year along with the set of key issues that TAC members will be considering. Co Horgan, a TAC member from Gilbert Municipal Court, commented that community colleges are re-tooling to match technical training to business needs, provided they are provided sufficient understanding of specific needs and lead time.

UPDATE

OPERATIONAL AND FINANCIAL REVIEW

Ms. Teri McHaney

Ms. Teri McHaney, budget analyst for the AOC, shared the financial status of the Judicial Collections Enhancement Fund (JCEF) and showed a projection of actual revenues against predicted revenues, revenues against expenses, and the projected legislated sweep amount for FY14. Court filings continue to decrease, but a filing fee increase is anticipated to yield a slight increase in JCEF revenue for the next fiscal year. She detailed the projected costs of ongoing operations as well as of existing statewide projects in FY14.

Teri's bottom line for members was that sufficient revenue is projected to support ongoing operations and existing project commitments along with the statewide PC refresh currently planned, but an insufficient fund balance exists to support any new initiatives.

IT STRATEGIC PROJECT PRIORITIZATION FY14-FY17

Mr. Karl Heckart

Karl Heckart reviewed in detail the list of priority projects from last year's annual meeting, then presented general considerations behind reshuffling priorities: continually aging systems, massive interdependencies, impact of multiple changes on resources and staffing, and perfection versus pragmatism in approach. He then unveiled the modified list he is proposing within the same three tiers as used last year. Karl clarified that the list only includes items of emphasis for next year, whether development work will be taking place or not. Karl answered numerous questions about the scope of second-generation e-filing and PC refresh projects. PC refresh is really an infrastructure refresh with security improvements. Kent Batty warned of the potential significance of the state's financial system replacement project that does not appear on the list. Karl described two significant projects required to improve AJACS reports.

In answer to a question about poor data quality affecting public access, Karl reviewed the history of the initial foray into public access data, but pointed out that similarly making documents available presupposes the accurate security categorization of each, prompting current discomfort.

MOTION

A motion was made and seconded to approve the recommended priorities as supplemented by members' conversation with Karl. The motion passed unanimously.

TECH 13-05**FINANCIAL AND TACTICAL DECISIONS**

Mr. Karl Heckart

Karl reviewed the JCEF budget breakdown shown earlier in the meeting by Teri. He reviewed each category of spending and the various items included within that category. The budget includes \$200,000 for GJ CMS enhancements. He clarified that the JCEF budget does not include funding for eCourt projects; those have separate revenue sources approved by AJC.

MOTION

A motion was made and seconded to fund operation of existing statewide systems and continued development of previously authorized statewide systems, including GJ AJACS enhancements. The motion passed unanimously.

TECH 13-06**FY2014-2016 INDIVIDUAL COUNTY AUTOMATION PLANS AND TRENDS**

Mr. Stewart Bruner

Mr. Stewart Bruner, Manager of IT Strategic Planning for AOC, reiterated COT's direction regarding the frequency of plan updates. He briefly described the process used to obtain the plans of nine counties this year as well as the results of his analysis of those plans. He highlighted several prominent business and technology trends this year, including

- getting and sharing more digital information at all levels of court– the balance is tipping – but desire for a workflow software product beyond AJACS is emerging;
- the growing number of video-dependent projects;
- out-of-support operating systems, database management systems, and productivity software suites with gaps about to widen further;
- moving toward better capturing and publishing court performance metrics;
- frustration among courts still waiting for an integrated, statewide, online payment solution; and
- a general lengthening of timelines for existing projects.

He reminded members that his presentation details certain accomplishments and concerns from the individual plans; that those concerns are conveyed to the presiding judge of the county in a letter from the COT chair; and that, while he makes suggestions, the choice of motion text related to any individual plan is ultimately theirs. Stewart then launched into his whirlwind, county-by-county, strategic plan summarization effort.

MOTION	A motion was made and seconded to approve Cochise County Courts' Information Technology Strategic Plan for FY 2014-2016, with concerns raised for numerous software products in retirement status without a plan to address, creating business risk. The motion passed unanimously.	TECH-13-07
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MOTION	A motion was made and seconded to approve Graham County Courts' Information Technology Strategic Plan for FY 2014-2016 with concern raised for continued reliance on the GroupWise calendar system that will reduce e-Filing and eBench functionality for the court. The motion passed unanimously.	TECH-13-08
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Mr. John Lucas, Graham County CIO, added that he has already informed the court that it must abandon GroupWise calendar, so he views the concern being raised to the presiding judge as positive.

MOTION	A motion was made and seconded to table consideration of Greenlee County Courts' Information Technology Strategic Plan for FY 2014-2016 until a plan is shared with COT within 6 months for the removal of the unsupported MS-Money software holding limited jurisdiction court financial data which will not be converted to the LJ CMS. The motion passed unanimously.	TECH-13-09
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Following discussion about tabling consideration of the plan, members elaborated content about the risk presented and help available to be included in the letter from the chair to Presiding Judge Stauffer in Greenlee County.

MOTION	A motion was made and seconded to approve La Paz County	TECH-13-10
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	Courts' Information Technology Strategic Plan for FY 2014-2016, with concerns raised for obtaining sufficient LJ court input to future plans and for continuing adequate funding for local IT support staff. The motion passed unanimously.	
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MOTION	A motion was made and seconded to approve Maricopa County Courts' Consolidated Information Technology Strategic Plan for FY 2014-2016, with concerns noted for the wide range of commercial technology products/solutions in retirement status but still in production use, posing increasing business risk as the targets move forward and production data/functions residing in MS-Access in multiple municipal courts and the Clerk of the Superior Court, posing business risk. The motion passed unanimously with Michael Jeanes, Ray Billotte, and Roxanne Song Ong abstaining.	TECH-13-11
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Stewart praised the hard work of Karen Westover, Steve Ballance, and John Barrett on his behalf, freeing him to devote his attention to the other counties. Members then recognized John Barrett for his recent service to the courts in advance of his second retirement.

MOTION	A motion was made and seconded to approve Mohave County Courts' Information Technology Strategic Plan for FY 2014-2016, with a concern noted for planned local development efforts that necessitate vendor changes to statewide systems. The motion passed unanimously with Randolph Bartlett abstaining.	TECH-13-12
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Stewart answered members' questions about the scope of the required changes and clarified that the project itself is neither approved nor denied but needs to be formally requested apart from the IT Plan submittal.

MOTION	A motion was made and seconded to approve Navajo County Courts' Information Technology Strategic Plan for FY 2014-2016. The motion passed unanimously.	TECH-13-13
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MOTION	A motion was made and seconded to approve Pima County Courts' Information Technology Strategic Plan for FY 2014-2016, with a concern noted for various operating systems, DBMSs, and software versions at or near end of support life but still in production use at various courts. The motion passed unanimously with Kent Batty abstaining.	TECH-13-14
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MOTION	A motion was made and seconded to approve Yuma County Courts' Information Technology Strategic Plan for FY 2014-	TECH-13-15
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2016. The motion passed unanimously.

MEETING REVIEW/WRAPUP

Hon. Scott Bales

Justice Bales announced the AJC meeting date of June 24, the upcoming judicial conference dates, and the next COT meeting date of September 13.

CALL TO THE PUBLIC

Hon. Scott Bales

After hearing no further discussion from members or the public, the chair then entertained a motion to adjourn at 2:22 p.m.

Upcoming Meetings:

September 23, 2013	AOC – Conference Room 119 A/B
November 08, 2013	AOC – Conference Room 119 A/B

MEETING ADJOURNED

2:22 PM